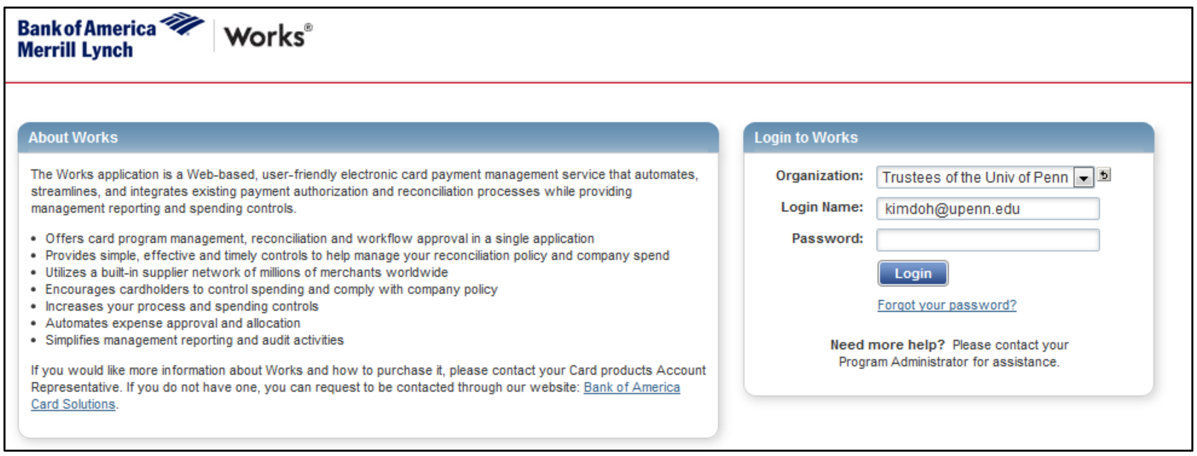
Bank of America WORKS® Quick Guidelines for Penn Travel Card

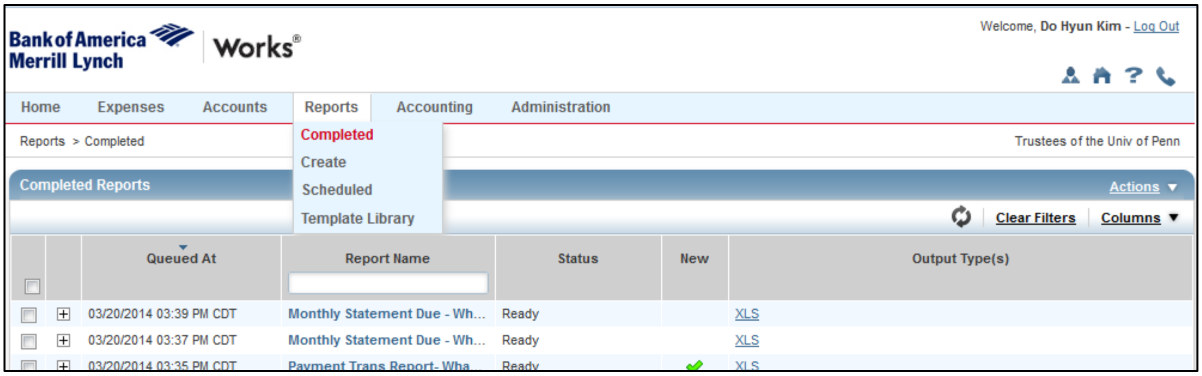
I. Registration, Login, and Password

1. Contact Card Administration at Travelcardsupport@upenn.edu to gain access to BoA WORKS®.
    a. Designated representatives (i.e. Budgetary Approver or Business Administrator) for each School/Center/ORG with the BoA WORKS® access is responsible for the management and confidentiality of all information in the system
    b. A welcome email will be automatically sent by Bank of America when your BoA WORKS® account is set up
    c. Follow the guideline in the e-mail and set up a password
2. Log into BoA WORKS® at https://payment2.works.com/works/session



II. Reviewing Completed/Scheduled Reports from WORKS®

1. Card Administration may have pushed or scheduled recurring reports for your School/Center/ORG.
2. From the "Reports" tab, select "Completed" from the drop down menu
3. Recently completed reports are listed under the Completed Reports
4. Select "XLS" for Excel file format



III. WORKS® Report Category and Data Fields

There are two (2) reporting categories that are currently available for use in BoA WORKS.

1. “Account” Reporting category
2. “Spend” Reporting category

Each reporting category has a different range of data fields available for reporting. Not all of the data fields are populated by Bank of America.

IV. WORKS® Reports - Creation & Modifications

There are three (3) WORKS® template reports that are useful for School/Center/ORG Business Administrators & representatives. Each School/Center/ORG representative with an access to the WORKS® will have automatic recurring reports set up on monthly basis. These reports can be retrieved from the completed reports. If the scheduled report is blank, please modify the report; adjust the filter setting (See “Modifying a Report in WORKS® from a Completed Report”); and rerun the report.

The table below shows the WORKS report type and their purpose and benefits.

Available WORKS Report Type	Purpose & Benefits
Card Stats - Indv (“Account” Category)	• List of active BoA cardholders • Check point for departing employees • Manage financial risk exposures • Card current balance
Monthly Statement Due (“Account” Category)	• Delinquency Monitoring • Timing of Payments • Credit Limit & Financial Exposure • Frequency of Delinquent behavior
Payment Trans Report (“Spend” Category)	• CC Transactional Analysis • Outside of Concur Payment validation • Spending behavior analysis (Business

	use vs. Personal use) • Validate cardholder's assertions/claims
Ad Hoc Reports ("Account" or "Spend" Category)	• WORKS® reports are modifiable • Can Add/Delete date fields • Add filter to a specific cardholder (Ex. Last 4 digits or Penn ID)

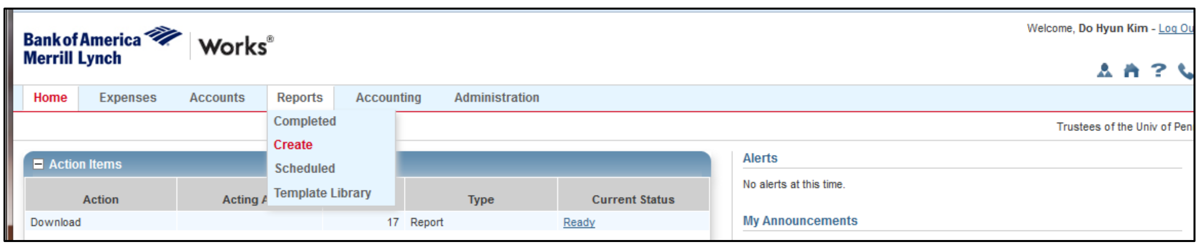
- **"Card Stats" – Under "Account" Category**
    - The report shows a list of all active Penn Travel cardholders within the School/Center/ORG
    - This report can be used as a checkpoint for a departing employee/cardholder
    - The report also shows current outstanding balance of active card account
    - Any outstanding balances on departing employee's card account should be settled before the employment termination date
- **"Monthly Statement Due" Report – Under "Account" Category**
    - This report shows the statement balance due, current balance, and statement past dues by cardholders
    - This report will identify delinquent cardholders and applicable past due amount within the School/Center/ORG
    - It is highly recommended to run this report on monthly basis, address and resolve the delinquency issue with applicable cardholder in timely manner
- **"Payment Trans Report" Report – Under "Spend" Category**
    - This report shows historical transaction details for all cardholders within your School/Center/ORG
    - The date range of transaction date can be modified
    - The report can be filtered to show each individual cardholder using "Card Employee ID", which is the Penn ID
    - This report can be used to perform a transactional analysis on each person's account.
    - This reports includes cardholder activities outside-of-Concur such as 1) cardholder's direct out-of-pocket payment to BOA and 2) Credit balance refund transaction
    - This report should be used to cross reference with a Data Warehouse report (TEM) "Assigned Credit Card Charges", which identifies non-reimbursable credit card charges through Concur expense reports.
    - Compare the total amount of Non-reimbursable credit card charges with the cardholder's personal payment made directly to BoA

- If the cardholder's total payment amount made to BoA is larger than the total non-reimbursable credit card charges, cardholder may be entitled to a credit refund for an overpayment
- If the cardholder's total payment amount directly made to BoA is smaller than the total non-reimbursable credit card charges, cardholder may need to make a payment directly to BoA for the remaining non-reimbursable charges (i.e. payment for personal credit card charges)

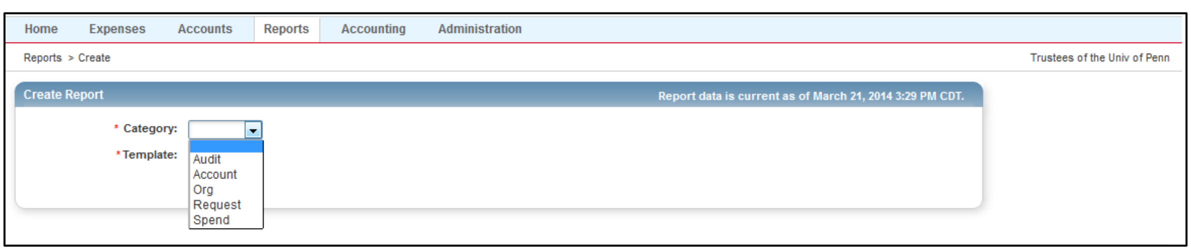
- **Ad Hoc Report – under "Account" or "Spend" Category**
  - You can create Ad Hoc reports with further customization with the "Modify/Run" functionality

4.1 Creating a New Report in WORKS

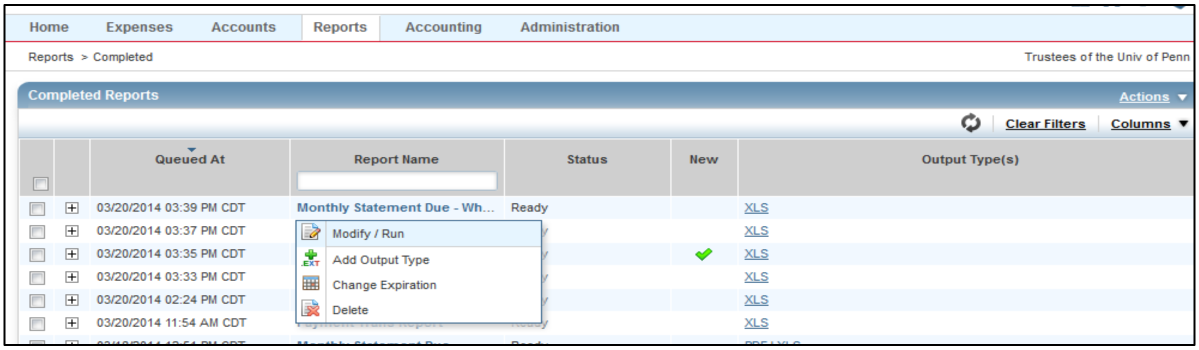
1. Find "Reports" tab on the menu bar
2. On the "Reports" tab of the Home page, you may select "Template Library" and it shows all report templates available for you to run

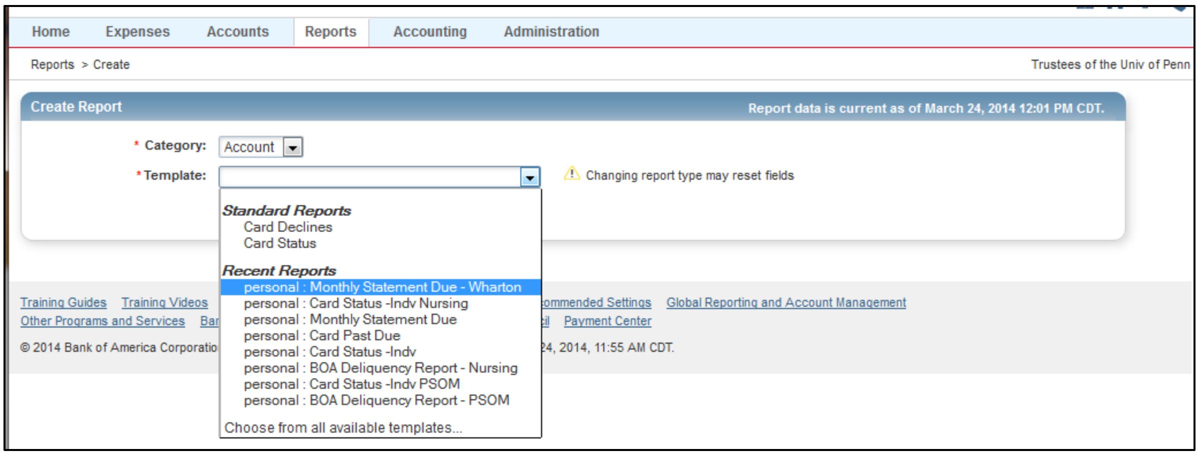


3. To run a new report, select "Create" and choose the report type
   a. "Account" for card account status and card delinquencies within your School/Center/ORG
   b. "Spend" for credit card transaction details



4. As you select either "Account" or "Spend" category, the "Template" drop down box will list "Standard Reports" and "Recent Reports"
   a. Your recently completed reports will show up on the list of "Recent Reports"





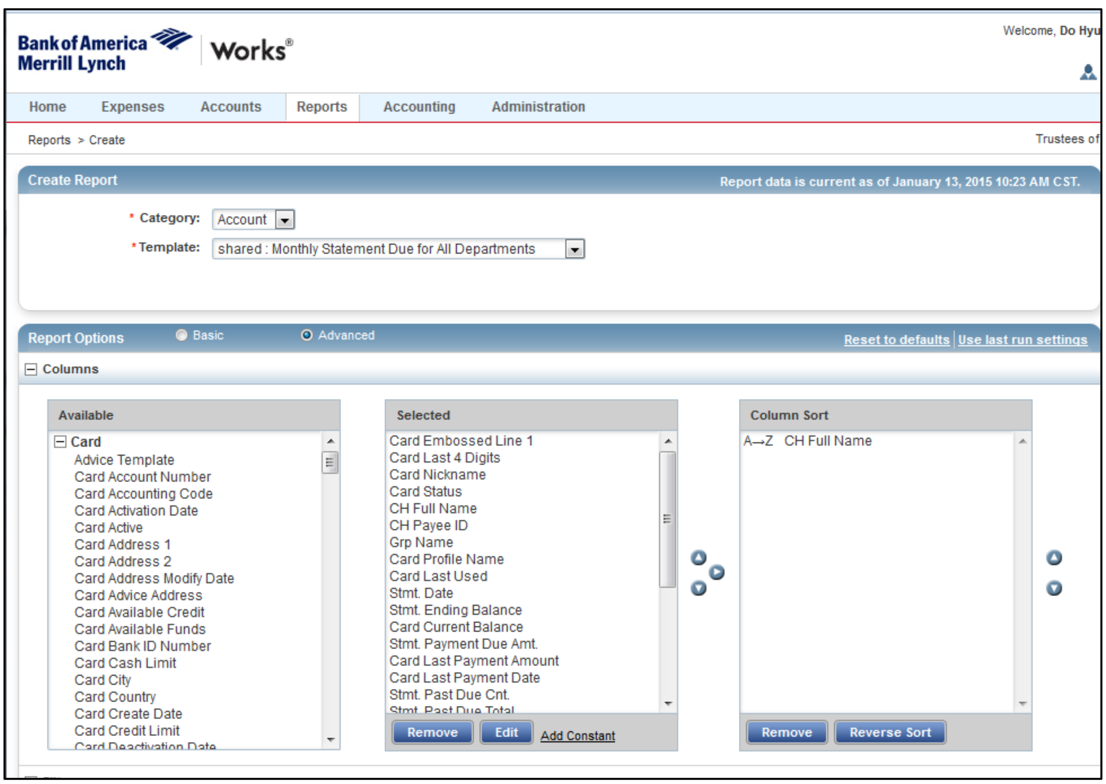
5. Otherwise, you may also select "Choose from all available templates", which includes all available report templates
    a. If you have previously bookmarked a report template , it will be appear on the drop down list
6. Once a report is selected, please follow the guidelines listed below in "Modify a Report in WORKS® from a Completed Report" from **Step 4.2, Report Options**

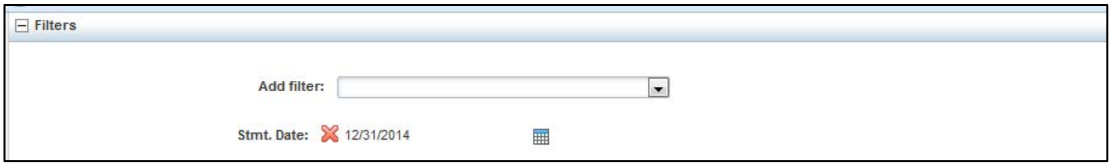
4.2 Modifying a Report in WORKS from a Completed Report

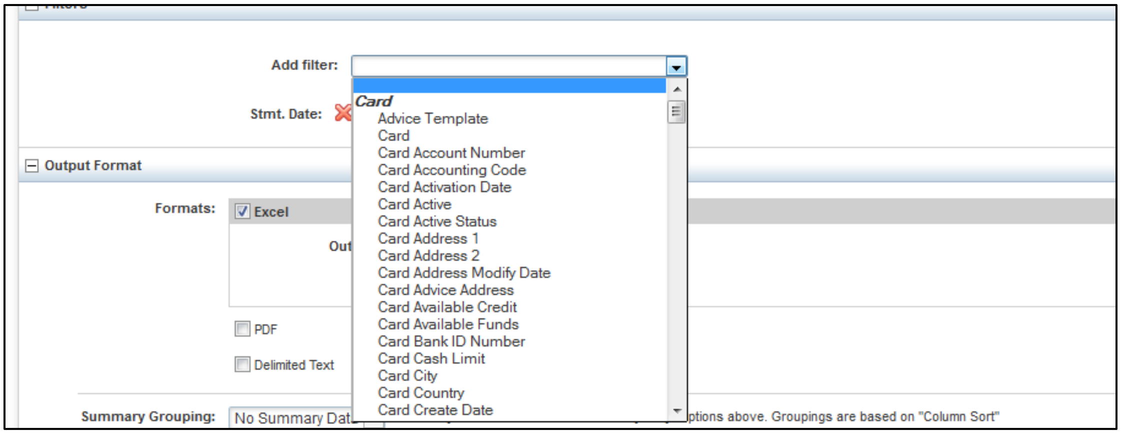
The "Monthly Statement Due for All Departments" report template is used to demonstrate how to modify a report using a complete report.

1. Click on the name of completed report
2. There are four (4) types of functionalities for the completed report
    a. "**Modify/Run**": To further customize the report criteria
    b. "**Add Output Type**": To add either "XLS" or "PDF" format for the report
    c. "**Change Expiration**": To change or extend the number of days for the completed report to be retained in this page
    d. "**Delete**": To delete the selected complete report

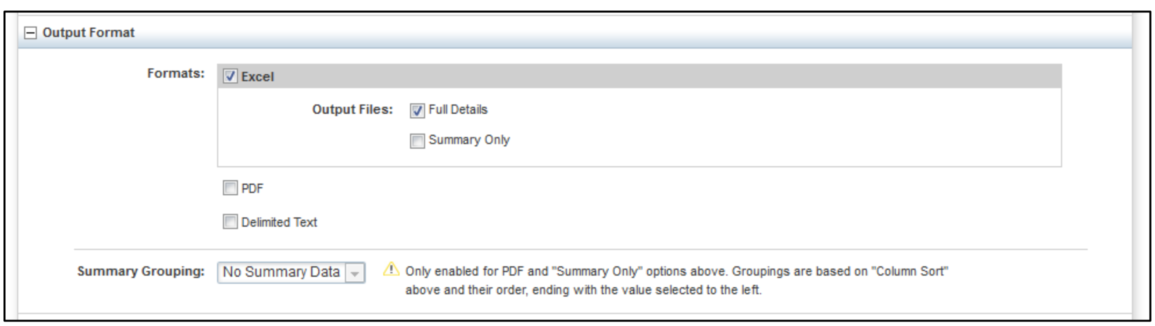
3. Click on “Modify/Run” to edit the completed report
4. **Report Options**: Select the “Advanced” to see the details of the report set up
5. **Columns**: WORKS® will take you to the report template where report options can be modified
    a. **“Available”** :Column contains a number of data fields that can be added to the report
    b. **“Selected”:** Column contains data fields that are already included in the report
    c. **“Column Sort**”: Use this column to sort the data by selected order
6. You may add additional data fields from available column
7. Please note the following when you add a new data field to the report
    a. Some data fields may not contain any data
    b. Some data fields may conflict with other data fields, which may cause multiple lines or appear blank
8. In the “Selected” column, you may remove, edit, or re-order the selected data fields by using the arrows on the right
9. **Filters**: You may filter the data on the report by using this tool
    a. The “Add Filter” drop down box will let you select filters
    b. You will see the same data fields as in the “Available” column in this filter drop down box



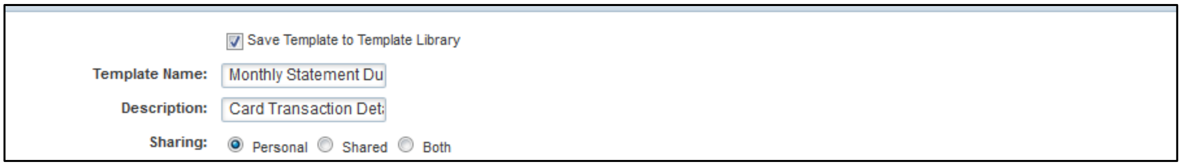




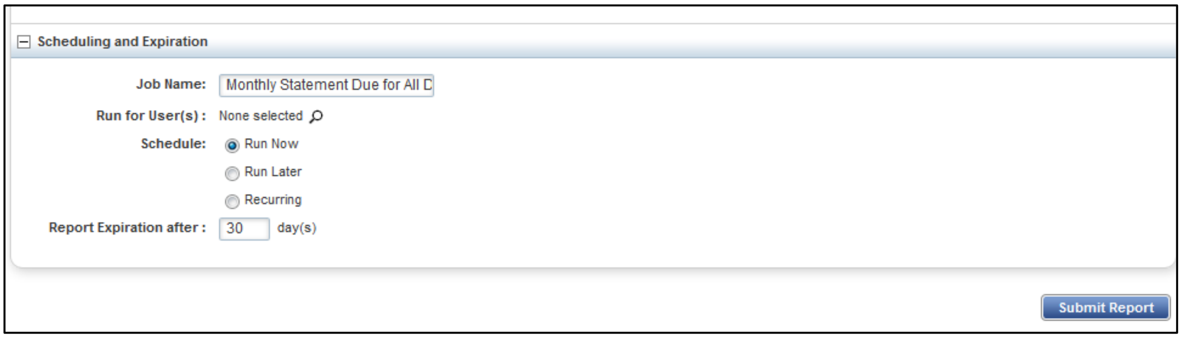
10. Here are a few additional filters for a report
    a. “**Stmt. Date**”: The statement date should be filtered on <u>the last date of each month</u> for monthly delinquency monitoring
    b. You will only see your School/Center/ORG’s information
    c. “**Card Last 4 Digits**”: Optional filter based on the last 4 digits of a specific cardholder
    d. “**CH Payee ID**”: Optional filter by Penn ID # to access information on a specific cardholder
11. **Output Format**: Select desired file format: Excel, PDF, and/or Delimited Text

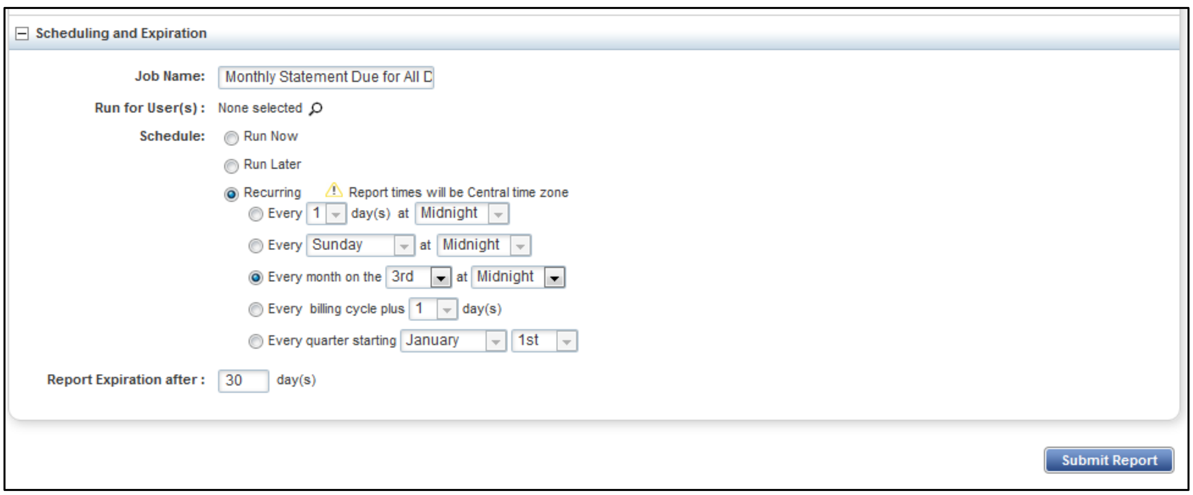


12. **Save Template (Bookmark)**: Save a report template for future uses
    a. Check the box of “Save Template to Template Library”
    b. Create your own Template name and description of the report template
    c. Select “Personal” or “Shared”
    d. The saved template report will be listed under “all available templates” after the report is submitted



13. **Schedule and Expiration**: You may schedule or control the expiration of a report
    a. To set up a recurring report, click on "Recurring" and schedule the frequency of the report
    b. You can customize the report expiration, which determines how long the report will be retained

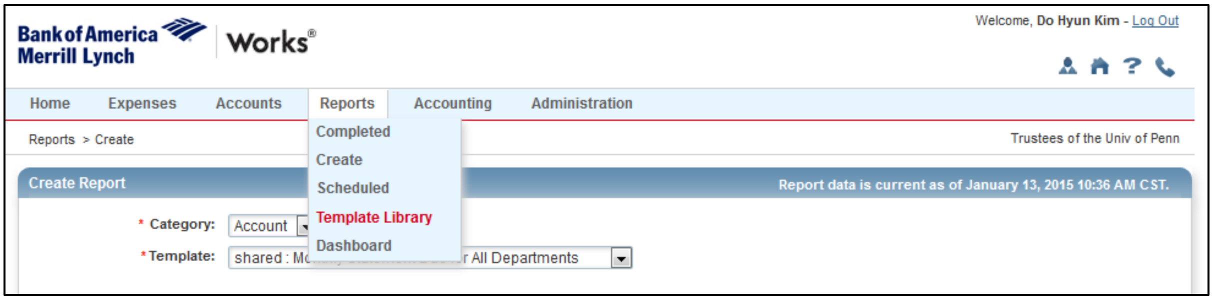




14. Submit Report

15. As the report is submitted, the report will be available in the completed report section under "Report"

16. When the report is submitted, the bookmark will be saved in the report template library
    a. If the report is not submitted, the bookmark will be not saved



Contact Information

If you have any questions about the BoA WORKS® reporting tool, please contact **Card Administration** at Travelcardsupport@upenn.edu.